



THE CLOUD-BASED BUSINESS PHONE

Business Phone Systems - User Guide

Vonage Phone Systems Support

- Call: 0203 021 1800
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1. Introduction

Welcome to the **Vonage Business Phone Systems Administrator User Guide**.

This guide will take you through how to make and transfer a call. Plus, show you how to personalise extensions, manage call handling, as well as setting up hunt groups, VoiceMail and the auto attendant feature using the online portal.

2. Making Calls

There are two ways to make a call using your phone:

- Using the handset
- Using the speakerphone

During a call, you can alternate between Handset and Handsfree by pressing the Speakerphone Key , or picking up the handset.

Calling using the Handset

To make a call using the handset you have two options:

Option 1

- Pick up the handset
- Ensure there is a dial tone
- Dial the desired number using the key pad.

Option 2

- Dial the number
- Pick up the handset

Calling using the Speakerphone

To place a call using Handsfree Speakerphone mode:

- With the handset on hook, Dial the desired number using the key pad and press the Speakerphone Key .
- To end a call whilst on speakerphone, just press the Speakerphone Key  again.

3. Transferring Calls

There are two types of call transfer.

- Blind is where the call is transferred to another number without waiting for the called party to confirm the transfer
- Attended transfer is where the called party answers and the person transferring the call can introduce who they are transferring before connecting the call.

Blind Transfer

- On a Polycom whilst on a call, press the **Transfer** soft key then the Blind soft key, enter the number you want to transfer to and press the dial key. The call is transferred.
- For a Gigaset whilst on a call, press the R button, enter the number you wish to dial, press the Dial key and Press R again.

Attended Transfer

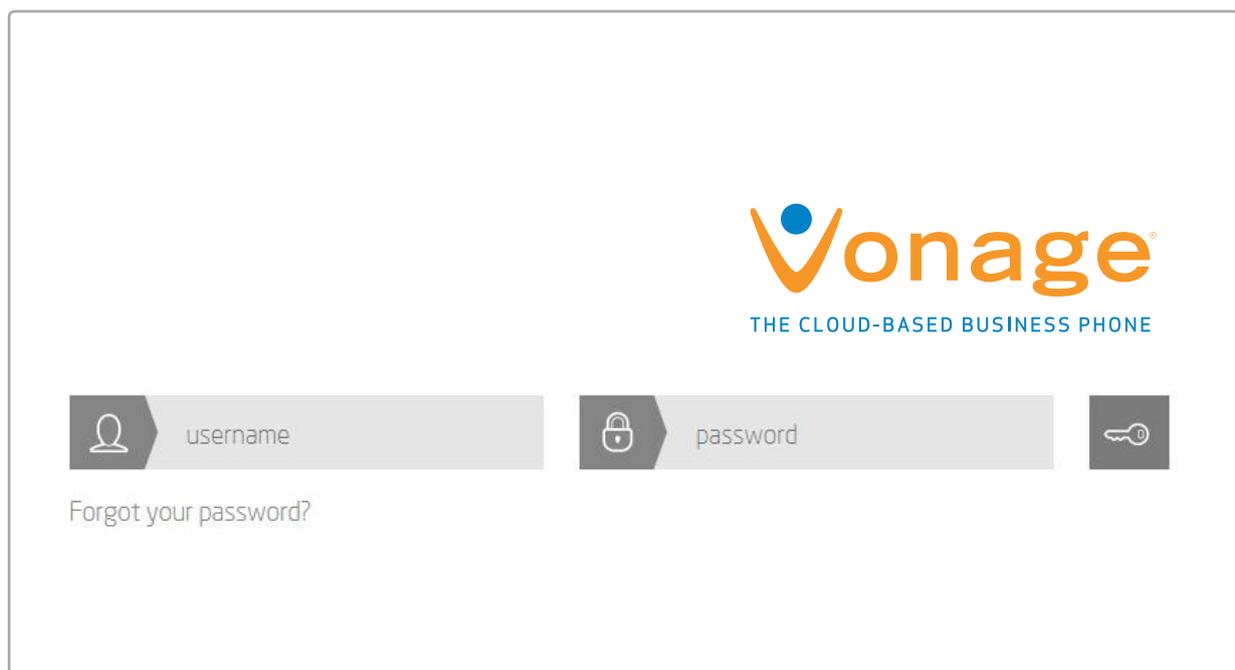
- On a Polycom whilst on a call, press the **Transfer** soft key, enter the number you want to transfer to and press the dial key, wait for an answer. When you have announced the call, press the **Transfer** soft key and the call is transferred.
- On a Gigaset whilst on a call, press the R key, enter the number you want to transfer to and press the dial key, wait for an answer. When you have announced the call, press the R key and the call is transferred.

4. Vonage Online Account Login

The Vonage Online account can be used to amend the set-up of all your phones in the office. Add things like an Auto Attendant or change your Hunt Group settings.

To log in to the online portal:

- 4.1. Navigate to vonage.co.uk
- 4.2. Select Account Login in Top Right corner
- 4.3. Select 'Business Phone System' - Account Login
- 4.3. Enter your username and password
- 4.4. Click the key symbol to login



Vonage
THE CLOUD-BASED BUSINESS PHONE

 username

 password



Forgot your password?

5. Personalising your Extensions

Your phones will be preconfigured with their own number.

Your Extension number is the last four digits of your Direct Dial Number.

To set-up your user details, you first need to locate the relevant Extension Number:

- 5.1. First you need to navigate to the site the Extension is assigned to.
Every Extension is assigned to a specific site, this allows businesses with multiple offices to assign extensions to the correct offices.

The screenshot shows a web interface for 'z-Company ABC'. At the top, there are navigation tabs: 'Sites', 'Ranges', 'Numbers', 'Devices', and 'Files'. The 'Customer' section displays the following details: Name: z-Company ABC, Address: 1 High Road, Cambridge, CB19 9ZZ, Country: United Kingdom, Language: Default (English), and Time Zone: Default (GMT). An 'Amend Customer Details' button is located at the bottom right of this section. The 'Sites' section contains a table with two entries: 'Cambridge Head Office' and 'London Sales Office'. The 'Cambridge Head Office' entry is highlighted with an orange border. Below the table are 'Quick Setup' and 'Add Site' buttons. The 'Number Ranges' section displays the message 'No number ranges created yet' and a 'Find Number Range' button.

Name	Options
Cambridge Head Office	
London Sales Office	

5.2. Locate the number you wish to personalise and select the **edit** button 

z-Company ABC

Cambridge Head Office

Ranges Numbers Devices Allocations Files

Site

Name Cambridge Head Office
1 High Road
Address Cambridge
CB19 9ZZ
Country United Kingdom

De-Provision Site Amend Site Details

Numbers

Number	Type	User	Options
01917180376	Hunt Group	Ring All	 
01917180375	Hunt Group	Main Number	 
01917180383	Extension	Extension 0383	 
01917180382	Extension	Extension 0382	 
01917180381	Extension	Extension 0381	 
01917180380	Extension	Extension 0380	 
01917180379	Extension	Extension 0379	 
01917180378	Voice Portal		 
01917180377	Auto-Attendant	Auto-Attendant	 

Add Numbers

5.3. Select Amend Contact

z-Company ABC Cambridge Head Office

01917180383 : Extension

General Call Features Applications Call Control Voice Mail Speed Dial Services

Contact

First Name Extension
Last Name 0383
Job Title unmapped
Phone 01917180383
E-mail Format HTML
Send Marketing E-mails? Yes

Amend Contact Select Different Contact

5.4. Make the necessary changes and press Update

Contact Edit

First Name Amanda
Last Name Smith
Job Title Sales
Phone 01917180383
Home Phone
Mobile
Fax
E-mail
E-mail Format HTML
Send Marketing E-mails?

Update

The extension will now be displayed with the new name

01917180383 : Extension

General Call Features Applications Call Control Voice Mail Speed Dial Services

Contact

First Name Amanda
Last Name Smith
Job Title Sales
Phone 01917180383
E-mail Format HTML
Send Marketing E-mails? Yes

Amend Contact Select Different Contact

6. Call Handling Introduction

By default, when your number is rung all of your extensions will ring at the same time. This is done by utilising a Hunt Group, which is a method of distributing phone calls from a single telephone number to a group of several extensions.

There are a number of alternatives to this default set-up:

- Alternate forms of Hunt Groups
- Forward the number to another external number (ie a mobile phone)
- Divert straight to VoiceMail
- Forward to an Auto Attendant

We'll cover how to set these up over the rest of this guide. Please note that if the change you wish to make is temporary, i.e. diverting to another extension whilst you are out of the office, you may find it easier to use the phone codes listed at the end of this document.

7. Hunt Groups

A Hunt Group is a way of distributing phone calls from a single telephone number to a group of several extensions. There are 4 types of Hunt Groups that determine how the calls are distributed between the extensions:

Type	Description
Circular	The incoming calls are distributed "round-robin". If a call is delivered to line 1, the next call goes to 2, the next to 3. This continues even if one of the previous lines becomes free. When the end of the Hunt Group is reached, it restarts at the first line.
Regular	The incoming calls to the group start hunting on the first user in the list and hunt all the provisioned users sequentially, until an idle user is found or the end of the list is reached.
Simultaneous	The incoming calls alert all idle users in the group. The call is connected to the first user to answer the call.
Uniform	The incoming calls to the group are presented with the user that has been idle for the longest time.
Weighted	The incoming calls are assigned on a weighted basis. For example on a 2 phone solution you can set 1 extension to take 66% of calls and 1 extension to take 34% of calls. Therefore 2 out of 3 calls will go to extension 1.

To amend your Hunt Group.

7.1. Navigate to the site the number is assigned to

7.2. Select the Hunt Group you wish to edit and click the [edit](#) button 

z-Company ABC

Cambridge Head Office

Ranges Numbers Devices Allocations Files

Site

Name Cambridge Head Office
1 High Road
Address Cambridge
CB19 9ZZ
Country United Kingdom

De-Provision Site Amend Site Details

Numbers

Number	Type	User	Options
01917180376	Hunt Group	Ring All	 
01917180375	Hunt Group	Main Number	 
01917180383	Extension	Extension 0383	 
01917180382	Extension	Extension 0382	 
01917180381	Extension	Extension 0381	 
01917180380	Extension	Extension 0380	 
01917180379	Extension	Extension 0379	 
01917180378	Voice Portal		 
01917180377	Auto-Attendant	Auto-Attendant	 

Add Numbers

7.3. Select the **Hunt Group** tab

The screenshot shows the configuration page for Hunt Group 01917180376. The 'Localisation' tab is selected and highlighted with an orange box. The page shows 'Time Zone' set to 'Default (GMT)' and 'Language' set to 'Default (English)'. There is an 'Amend Localisation' button in the bottom right corner.

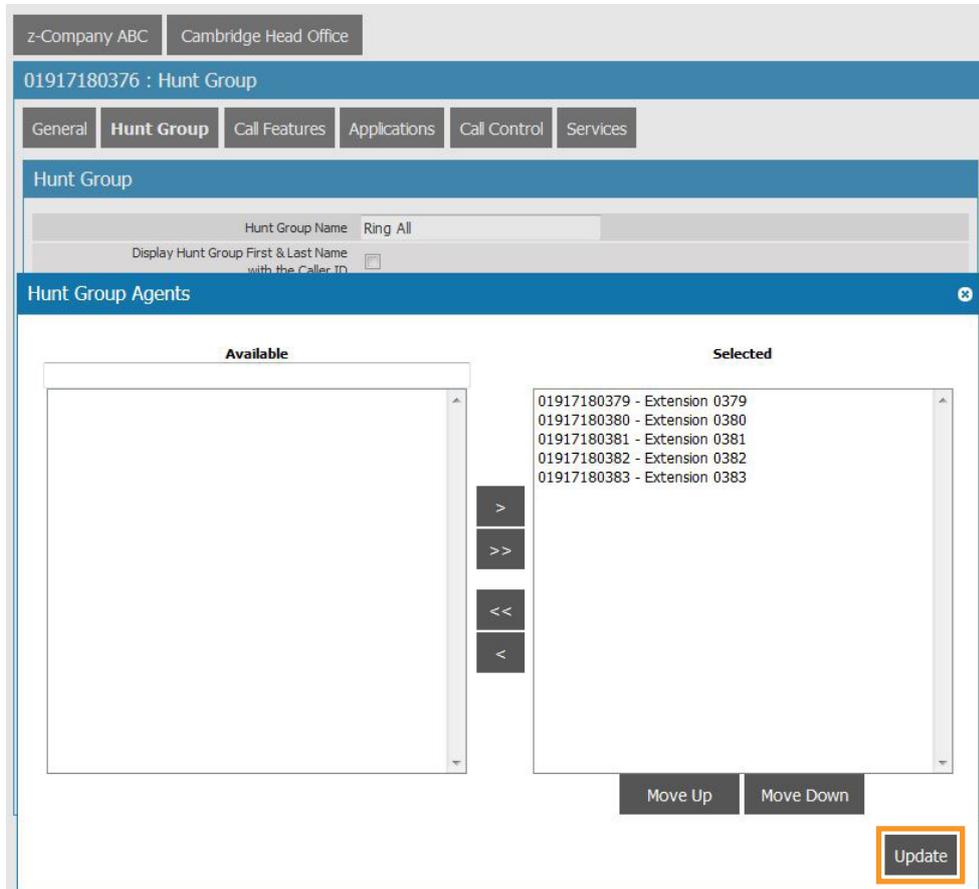
7.4. Amend settings as required. If you wish to change the numbers assigned to the Hunt Group select **Amend Agents**

The screenshot shows the 'Hunt Group' configuration page for 01917180376. The 'Hunt Group' tab is selected. The 'Hunt Group Type' is set to 'Simultaneous' (highlighted with an orange box and a callout: 'Select type of Hunt Group'). Other settings include 'Call Waiting on Agents' (Off), 'Skip to Next Agent After' (Disabled), and 'Forward Call' (Off). A table lists the agents in the group:

Number	Name
01917180379	Extension 0379
01917180380	Extension 0380
01917180381	Extension 0381
01917180382	Extension 0382
01917180383	Extension 0383

An 'Amend Agents' button is highlighted with an orange box and a callout: 'Click here to select which extensions are included in the Hunt Group'.

7.5. Select the Hunt Group Members by double clicking on the Number/User(s) to move from Available to Selected and click **Update**



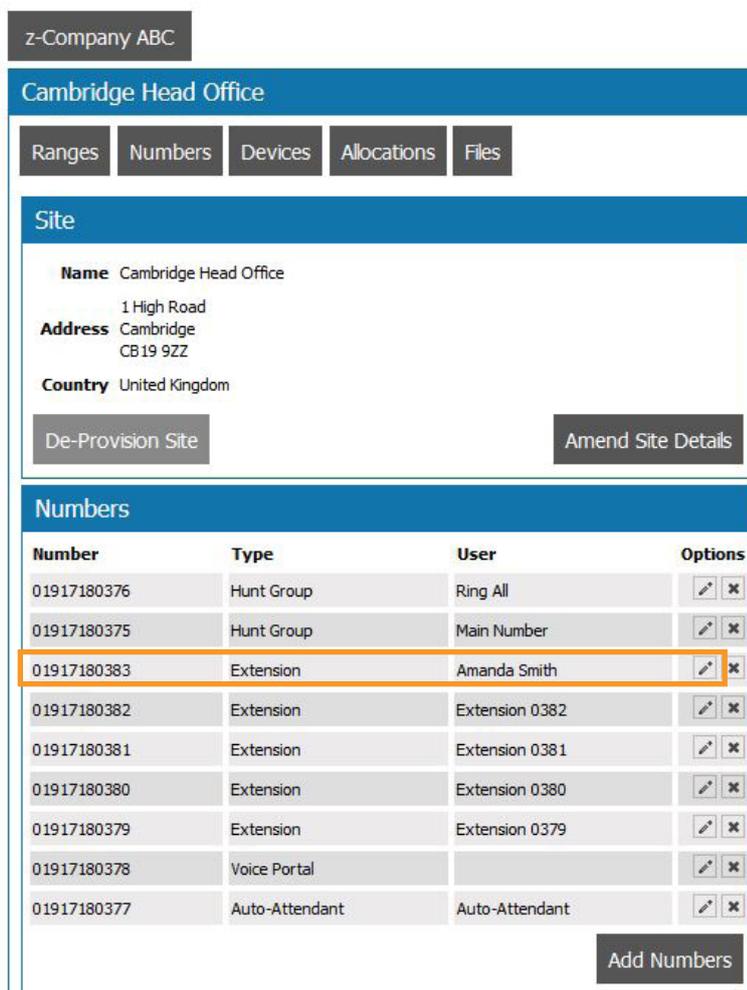
8. Call Forwarding

Call forwarding allows you to divert a phone to an individual extension or an external number (such as a mobile phone for when you are not in your office) or a Hunt Group to allow a number of extensions to ring when the number is dialled.

To add a call forward, you first need to login to your online portal and then

8.1. Navigate to the site the number is assigned to

8.2. Locate the number you wish to forward and select the **edit** button



The screenshot shows a web interface for a company named 'z-Company ABC'. The main heading is 'Cambridge Head Office'. Below this are navigation tabs for 'Ranges', 'Numbers', 'Devices', 'Allocations', and 'Files'. The 'Numbers' tab is selected, leading to a 'Site' details page. The site information includes: Name: Cambridge Head Office, Address: 1 High Road, Cambridge, CB19 9ZZ, and Country: United Kingdom. There are buttons for 'De-Provision Site' and 'Amend Site Details'. Below the site details is a table of numbers. The table has columns for 'Number', 'Type', 'User', and 'Options'. The row for number '01917180383' is highlighted with an orange border. This row shows the number is an 'Extension' assigned to 'Amanda Smith'. Other rows include Hunt Groups and various Extensions. An 'Add Numbers' button is located at the bottom right of the table.

Number	Type	User	Options
01917180376	Hunt Group	Ring All	
01917180375	Hunt Group	Main Number	
01917180383	Extension	Amanda Smith	
01917180382	Extension	Extension 0382	
01917180381	Extension	Extension 0381	
01917180380	Extension	Extension 0380	
01917180379	Extension	Extension 0379	
01917180378	Voice Portal		
01917180377	Auto-Attendant	Auto-Attendant	

8.3. Click **Call Features** tab

z-Company ABC Cambridge Head Office

01917180383 : Extension

General **Call Features** Applications Call Control Voice Mail Speed Dial Services

Contact

First Name Amanda
Last Name Smith
Job Title Sales
Phone 01917180383
E-mail Format HTML
Send Marketing E-mails? Yes

Amend Contact Select Different Contact

8.4. There are 4 call forwarding options to choose from. Enter the number to forward to against the relevant option and ensure it is set to **on**

z-Company ABC Cambridge Head Office

01917180383 : Extension

General **Call Features** Applications Call Control Voice Mail Speed Dial Services

Call Features

Incoming Calls	Off	On	Number	
Virtual Numbers				⊗ ⊗
Anonymous Call Rejection	<input checked="" type="radio"/>	<input type="radio"/>		⊗
Call Forwarding Always	<input checked="" type="radio"/>	<input type="radio"/>		⊗
Call Forwarding Busy	<input checked="" type="radio"/>	<input type="radio"/>		⊗
Call Forwarding No Answer	<input checked="" type="radio"/>	<input type="radio"/>		3 ▾ Rings
Call Forwarding Selective	<input checked="" type="radio"/>	<input type="radio"/>		⊗ ⊗
Calling Name Retrieval	<input checked="" type="radio"/>	<input type="radio"/>		⊗
Internal Calling Name Delivery	<input type="radio"/>	<input checked="" type="radio"/>		⊗
External Calling Name Delivery	<input type="radio"/>	<input checked="" type="radio"/>		⊗
Directory Name Presentation				⊗
Internal Calling Line ID Delivery	<input type="radio"/>	<input checked="" type="radio"/>		⊗
External Calling Line ID Delivery	<input type="radio"/>	<input checked="" type="radio"/>		⊗
Directory Name Privacy	<input checked="" type="radio"/>	<input type="radio"/>		⊗
Call Me Now	<input checked="" type="radio"/>	<input type="radio"/>		⊗ ⊗
Call Forwarding Not Reachable	<input checked="" type="radio"/>	<input type="radio"/>		⊗
Do Not Disturb	<input checked="" type="radio"/>	<input type="radio"/>		⊗ ⊗
Selective Call Acceptance				⊗ ⊗
Selective Call Rejection				⊗ ⊗
Sequential Ring				⊗ ⊗
Simultaneous Ring	<input checked="" type="radio"/>	<input type="radio"/>		⊗ ⊗
Outgoing Calls				
Automatic Callback	<input checked="" type="radio"/>	<input type="radio"/>		⊗
Call Return				⊗
Hide My Number	<input checked="" type="radio"/>	<input type="radio"/>		⊗
Last Number Redial				⊗

9. VoiceMail

By default your telephone numbers will have VoiceMail enabled. The capacity of recordings in VoiceMail is 30 minutes in aggregate. You are able to keep recordings for an unlimited period of time but once you reach 30 minutes of recording no new recordings will be accepted until old recordings are deleted.

If you wish to access the mailbox there are two ways to do so:

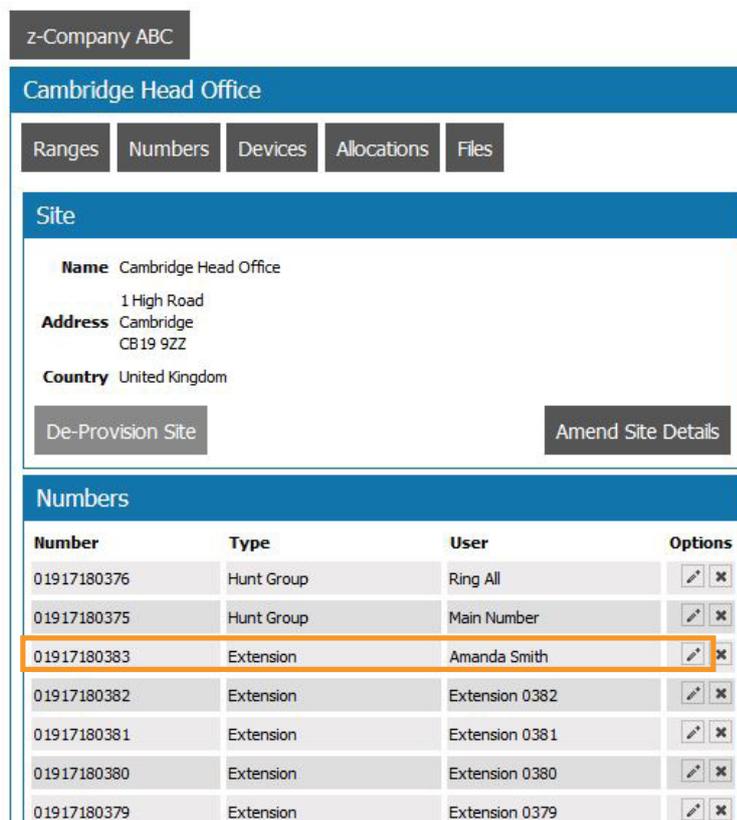
- On the handset the VoiceMail box is assigned to dial *86, enter the default VoiceMail code (3768) and then follow the instructions to change your code and access any stored messages.
- On any other phone dial your company VoiceMail portal number (this is found in your site directory of numbers called VoiceMail Portal). You will then be asked to enter your extension number followed by the # key and your passcode followed by the # key (again the default is 3768 unless already changed).

If you wish to add a personalised recorded message on your VoiceMail you will be given this option when you dial into the VoiceMail box, you simply need to select option 3 at the main menu and follow the instructions provided at that time.

If you wish to amend any of the settings on your VoiceMail you first need to login to your online portal and then

9.1. Navigate to the site the number is assigned to.

9.2. Locate the number you wish to edit and select the **edit** button



The screenshot shows the Vonage management interface for 'z-Company ABC'. The 'Cambridge Head Office' site is selected, with tabs for Ranges, Numbers, Devices, Allocations, and Files. The 'Site' details are shown, including Name, Address, and Country. Below this is a 'Numbers' table with columns for Number, Type, User, and Options. The number 01917180383 is highlighted in orange, and its 'Options' column contains an edit icon.

Number	Type	User	Options
01917180376	Hunt Group	Ring All	 
01917180375	Hunt Group	Main Number	 
01917180383	Extension	Amanda Smith	 
01917180382	Extension	Extension 0382	 
01917180381	Extension	Extension 0381	 
01917180380	Extension	Extension 0380	 
01917180379	Extension	Extension 0379	 

9.3. Click the **VoiceMail** tab.

The screenshot shows a user interface for a contact named Amanda Smith. At the top, there are two tabs: 'z-Company ABC' and 'Cambridge Head Office'. Below this, the extension number '01917180383 : Extension' is displayed. A navigation bar contains several tabs: 'General', 'Call Features', 'Applications', 'Call Control', 'Voice Mail', 'Speed Dial', and 'Services'. The 'Voice Mail' tab is highlighted with an orange border. Below the navigation bar, the 'Contact' section displays the following information: First Name: Amanda, Last Name: Smith, Job Title: Sales, Phone: 01917180383, E-mail Format: HTML, and Send Marketing E-mails?: Yes. At the bottom right of the contact information, there are two buttons: 'Amend Contact' and 'Select Different Contact'.

9.4. Amend the settings as necessary

The screenshot shows the 'Voice Mail' settings page for the same contact. The navigation bar at the top is the same as in the previous screenshot, but the 'Voice Mail' tab is now selected and highlighted. The 'Voice Mail' section contains several settings: 'Voicemail' is set to 'On' (radio button selected). Under the 'Redirect' section, 'All Calls to Voice Mail' is selected, 'Busy Calls to Voice Mail' is selected, and 'Unanswered Calls to Voice Mail' is selected. Under the 'Message Delivery' section, 'Dial In Access' is selected, 'Voice Mail to Email' is selected with an email address field, 'Message Waiting Indicator' is selected, 'Message Notification Email' is selected with an email address field, and 'Transfer on '0' to Phone' is selected with a phone number field. The 'Voice Mail Password' field is also visible at the bottom.

Please note that enabling the **VoiceMail to Email** option will result in an email being sent to the email address you provide whenever a VoiceMail is left. This email will include an audio file of the VoiceMail itself.

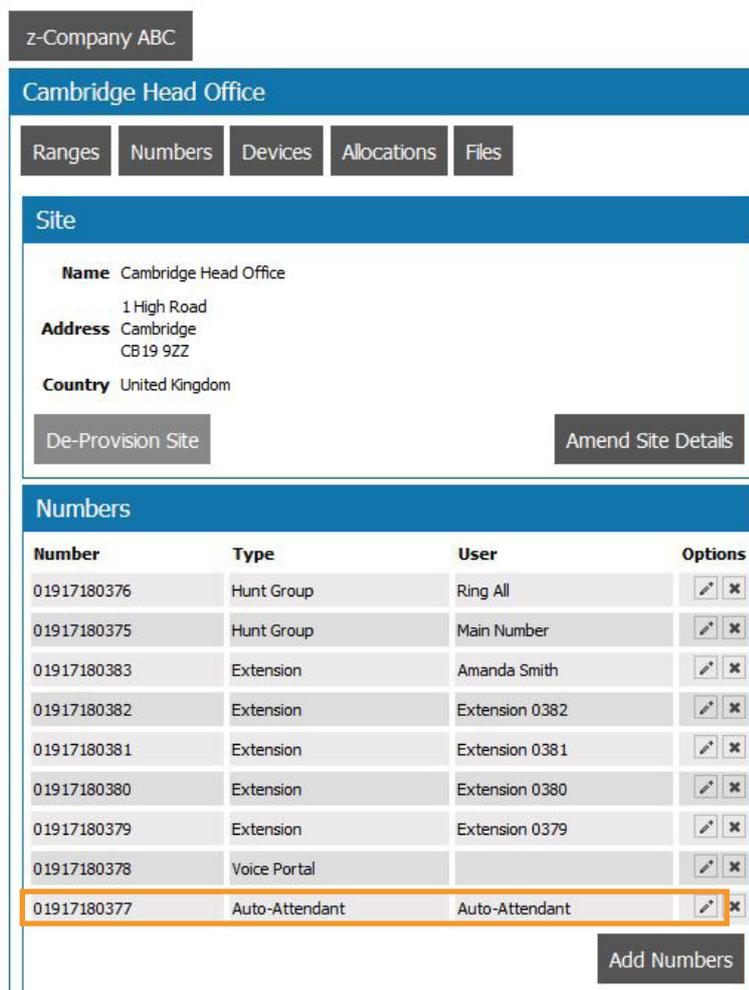
10. Auto Attendant

An Auto Attendant (AA) allows callers to be automatically transferred to an extension or hunt group without the intervention of an operator/receptionist. An AA allows a simple menu system (for sales, press 1, for service, press 2, etc.). An AA may also allow a caller to reach a live operator by dialling a number.

To amend your AA you need to do the following:

10.1. Navigate to the site the number is assigned to.

10.2. Locate the number you wish to edit and select the **edit button** 



The screenshot shows a web interface for a company named 'z-Company ABC'. The main heading is 'Cambridge Head Office'. Below this are navigation tabs for 'Ranges', 'Numbers', 'Devices', 'Allocations', and 'Files'. The 'Numbers' tab is selected, leading to a 'Site' details page. The site details include: Name: Cambridge Head Office, Address: 1 High Road, Cambridge, CB19 9ZZ, and Country: United Kingdom. There are two buttons: 'De-Provision Site' and 'Amend Site Details'. Below the site details is a table of numbers. The table has columns for 'Number', 'Type', 'User', and 'Options'. The last row in the table is highlighted with an orange border, showing the number 01917180377, which is an Auto-Attendant assigned to 'Auto-Attendant'. There is an 'Add Numbers' button at the bottom right of the table.

z-Company ABC

Cambridge Head Office

Ranges Numbers Devices Allocations Files

Site

Name Cambridge Head Office
1 High Road
Address Cambridge
CB19 9ZZ
Country United Kingdom

De-Provision Site Amend Site Details

Numbers

Number	Type	User	Options
01917180376	Hunt Group	Ring All	 
01917180375	Hunt Group	Main Number	 
01917180383	Extension	Amanda Smith	 
01917180382	Extension	Extension 0382	 
01917180381	Extension	Extension 0381	 
01917180380	Extension	Extension 0380	 
01917180379	Extension	Extension 0379	 
01917180378	Voice Portal		 
01917180377	Auto-Attendant	Auto-Attendant	 

Add Numbers

10.3. Select the **Auto Attendant** tab

z-Company ABC | Cambridge Head Office

01917180377 : Auto-Attendant

General | **Auto Attendant** | Call Features | Applications | Call Control | Services

Localisation

Time Zone: Default (GMT)
Language: Default (English)

Amend Localisation

10.4. Amend the Auto Attendant Name as required

10.5. Set the Business Hours Greeting (If you require a bespoke greeting, select Personal Business Hours and browse to the file - please note it needs to be a .wav file with the following Audio File Format:

- CCITT.G.711 / PCM u-law / 8.000 kHz, 8 Bit, Mono)

10.6. The Schedule will control when the auto attendant will run.

You can customise the schedule, see below for further information.

10.7. Amend the Description, Action and Number accordingly and click **Save**

01917180377 : Auto-Attendant

General | **Auto Attendant** | Call Features | Applications | Call Control | Services

Auto Attendant

Auto Attendant Name: Auto-Attendant
Business Hours: Every Day All Day
Holiday Schedule: None

Business Hours

Business Hours Greeting: Default

Key	Description	Action	Number
0	<input type="text"/>	Transfer To Operator	<input type="text"/>
1	<input type="text"/>	Extension Dialing	
2	<input type="text"/>	Name Dialing	
3	<input type="text"/>	Repeat Menu	
4	<input type="text"/>		
5	<input type="text"/>		
6	<input type="text"/>		
7	<input type="text"/>		
8	<input type="text"/>		
9	<input type="text"/>		
*	<input type="text"/>		
#	<input type="text"/>		

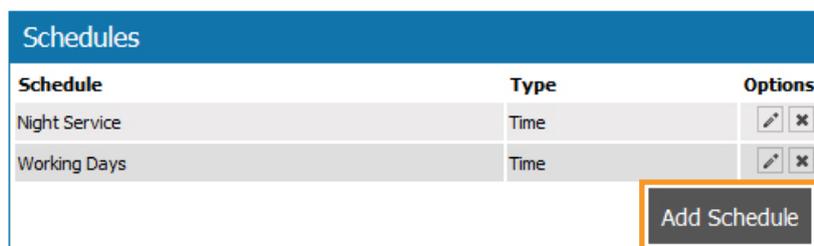
Save

Action	Description
Transfer With Prompt	The call is transferred to the number specified. A message is played whilst the transfer is taking place.
Transfer Without Prompt	The call is transferred to the number specified. No message is played whilst the transfer is taking place.
Transfer to Operator	The caller presses a pre-defined DTMF key to reach an operator.
Transfer to Mailbox	The caller is transferred to the Auto Attendant Voicemail box. Please Note this is only available where Auto Attendant with Voicemail has been purchased
Play Announcement	The Caller is played a pre-recorded message.
Name Dialling	The caller spells the name of the person they wish to speak to through the numerical keypad.
Extension Dialling	The caller enters the extension of the person they wish to speak to through the numerical keypad.
Repeat Menu	Menu greeting is replayed.
Exit	Call is released.

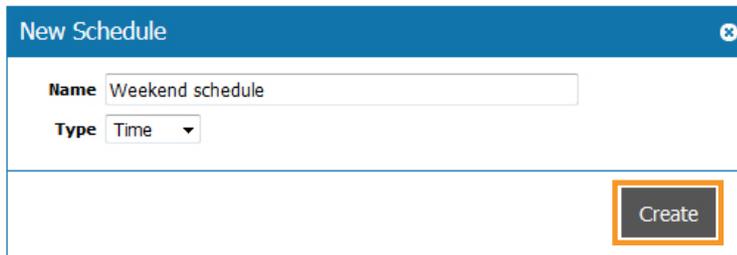
Schedules

The Schedule controls when your Auto Attendants will run. You can customise your schedule to match your own requirements:

1. Select the site you wish to create a schedule for
2. Scroll down and locate the **Schedules** section
3. Select **Add Schedule**

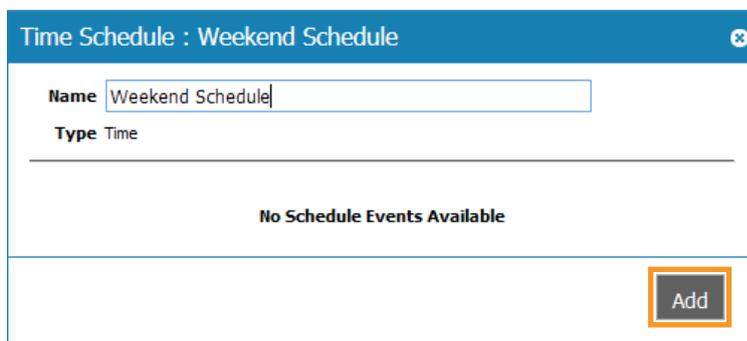


4. Enter a name for the Schedule, select the Type, and press **create**



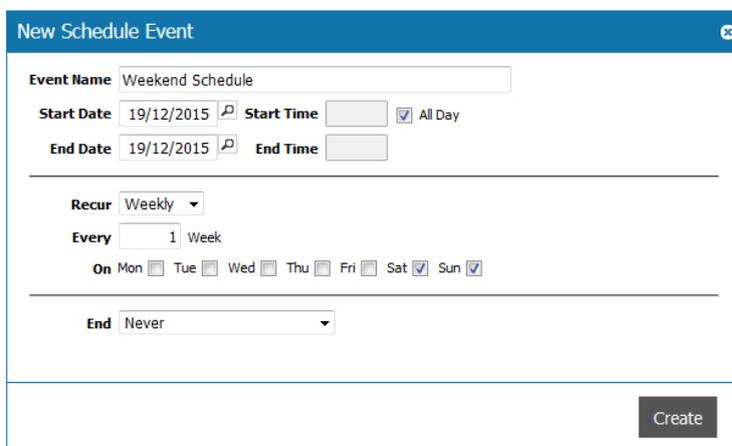
The screenshot shows a dialog box titled "New Schedule" with a close button (X) in the top right corner. It contains two input fields: "Name" with the text "Weekend schedule" and "Type" with a dropdown menu set to "Time". A "Create" button is located in the bottom right corner and is highlighted with an orange border.

5. Press **Add** to create an event



The screenshot shows a dialog box titled "Time Schedule : Weekend Schedule" with a close button (X) in the top right corner. It contains two input fields: "Name" with the text "Weekend Schedule" and "Type" with the text "Time". Below these fields is a horizontal line and the text "No Schedule Events Available". An "Add" button is located in the bottom right corner and is highlighted with an orange border.

6. Enter the Event Name and select the Start Date and Time for the schedule.
You can also set how often the schedule repeats.



The screenshot shows a dialog box titled "New Schedule Event" with a close button (X) in the top right corner. It contains several input fields and checkboxes: "Event Name" with "Weekend Schedule", "Start Date" with "19/12/2015" and a calendar icon, "Start Time" with a time input field and an "All Day" checkbox checked, "End Date" with "19/12/2015" and a calendar icon, "End Time" with a time input field, "Recur" with a dropdown menu set to "Weekly", "Every" with "1" and "Week", "On" with checkboxes for "Mon", "Tue", "Wed", "Thu", "Fri", "Sat", "Sun", where "Sat" and "Sun" are checked, and "End" with a dropdown menu set to "Never". A "Create" button is located in the bottom right corner.

- 7. Once the schedule has been created you can add further events if you wish, for instance you may wish to have different times for each day of the week

Time Schedule : Monday, Wednesday, Friday ✕

Name

Type Time

Event	Options
Monday Wednesday Friday	<input type="button" value="✎"/> <input type="button" value="✕"/>
Tuesday Thursday	<input type="button" value="✎"/> <input type="button" value="✕"/>

11. Feature Access Codes

The following codes provide you with an alternative method to enable and disable various features without having to login to the Online Portal.

Call Forwarding Always - Activation	*72
Call Forwarding Always - Deactivation	*73
Call Forwarding Always To VoiceMail - Activation	*21
Call Forwarding Always To VoiceMail - Deactivation	#21
Call Forwarding Always - Interrogation	*21*
Call Forwarding Busy - Activation	*90
Call Forwarding Busy - Deactivation	*91
Call Forwarding Busy - Interrogation	*67*
Call Forwarding Busy To VoiceMail - Activation	*40
Call Forwarding Busy To VoiceMail - Deactivation	#40
Call Forwarding No Answer - Activation	*92
Call Forwarding No Answer - Deactivation	*93
Call Forwarding No Answer - Interrogation	*61*
Call Forwarding No Answer To VoiceMail - Activation	*41
Call Forwarding No Answer To VoiceMail - Deactivation	#41
Call Forwarding Not Reachable - Activation	*94
Call Forwarding Not Reachable - Deactivation	*95
Call Forwarding Not Reachable - Interrogation	*63*
Calling Line ID Delivery Blocking per Call	*67
Calling Line ID Delivery Blocking Persistent - Activation	*31
Calling Line ID Delivery Blocking Persistent - Deactivation	#31
Calling Line ID Delivery Blocking - Interrogation	*54*
Calling Line ID Delivery per Call	*65
Call Park	*68
Call Park Retrieve	*88
Call Pickup	*98
Call Waiting Persistent - Activation	*43
Call Waiting Persistent - Deactivation	#43
Call Waiting - Cancellation	*70
Call Waiting - Interrogation	*53*
Last Number Redial	*66
VoiceMail Retrieval	*86
Voice Portal Access	*62
Voice Message Waiting Indicator, Clear	*99